



BACKGROUND

Situated in the heart of Belfast's Cathedral Quarter, St Anne's Cathedral is a treasure trove of art, culture and music.

As well as being a sacred space and place of worship, St Anne's also provides a stunning backdrop for concerts, recitals and carol services which are organised around the daily cycle of services.

Open to the public from 9:00am to 5:00pm daily, visitors come from all over the world to enjoy its rich history and for quiet times of reflection.

Prior to Christmas each year the traditional Black Santa 'Sit out' charity appeal takes place on the steps of the Cathedral. Donations large and small are accepted from passers-by and by post and are then distributed amongst many local charities at the annual 'Good Samaritans' service. Since the tradition began in 1976 several million pounds have been raised for charity.

The Cathedral car park is leased to organisations and businesses in the area as a source of income.

JOB DESCRIPTION

Job Title: Permanent Full-time Receptionist/Administrator

Reporting to: The Cathedral Bursar

Hours of Work: 36 hours (excluding lunch) per week – Monday to Thursday (9.00am – 5.30pm)
Friday (9.00am to 4.00pm)

Rate of Pay: £15,500 to £17,000 per annum

JOB SUMMARY

To assist the Cathedral Bursar in the efficient and effective delivery of the administrative functions within the Cathedral.

The Receptionist/Administrator is responsible for providing day to day administrative support in the Cathedral general office, dealing efficiently and professionally with systems, the clergy team, Cathedral Board, staff, visitors, members of the congregation and contractors.

Duties and Responsibilities:

Administrative

- Act as receptionist and first point of contact for visitors.
- Answering and directing telephone calls.
- Provide appropriate hospitality as and when required.
- Ensure adherence to existing finance, administrative, and other organisational protocols and procedures
- Responsible for maintaining filing systems and routine Cathedral administration and ensuring databases are kept up to date.
- Provide secretarial support to the Cathedral team.
- Manage the Dean's diary – arranging meetings, travel and accommodation etc.
- Administer the processes relating to use of the Cathedral car park.
- Monitor and replenish stationary and other stocks.
- Ensure effective and efficient administrative systems are developed and maintained.

Financial & Sit-out charity appeal

- Provide basic cover during the Finance Assistant's absences, particularly to
 - securely receive, record and lodge all incoming monies.
 - deal with petty cash.
- Provide as necessary, administrative support to the Bursar in managing the Sit-out process.
- Provide full administrative support in organizing distribution of donations at the annual Good Samaritans Service.

Events

- Assist the Clergy and Business Development and Marketing team to manage the processes for booking and organizing events, including special services, marriages and baptisms.
- Maintain adequate records showing the status of each event from initial enquiry to completion including payments due.
- Assist the Business Development and Marketing team to liaise with the organisers at all stages to satisfy their needs in tandem with competing demands relating to the use of the Cathedral.
- Under the direction of the Business Development and Marketing team, assist in the creation of promotional material for Cathedral run events.
- To maintain, input and update reservations to the central diary and booking systems.
- To assist the Business Development and Marketing team in administration relating to contractual obligations of event organisers, film crews, photographers and event planners
- To handle enquiries re events tickets, and process ticket sales.

Human Resources/Personnel

- Provide administrative support to the Cathedral Bursar in managing and maintaining staffing records.

General/Other

- Ensure effective and efficient administrative systems are developed and maintained.
- Attend courses/training as appropriate to assist in professional development.
- Compliance with Health and Safety policies and procedures.
- Comply in all respects with the Safeguarding Trust policies of the Board and all other relevant policies.
- Comply with any other reasonable duties requested for the benefit of the Cathedral.
- Furnish information to the Cathedral Bursar, Dean and Clergy, Board and Business Development and Marketing Manager as required.

The nature of the job will change as the needs of The Cathedral Church of St Anne develop. This will require a considerable degree of commitment, flexibility and adaptability of the successful candidate to meet quality standards required.

Person Specification

Areas to be assessed	Essential	Desirable
Qualifications (assessed at application stage)	1.1 A minimum of *5 GCSEs (grades A-C) or demonstrable equivalent, including English**	1.2 IT skills qualifications, e.g., ECDL, RSA NVQ level 2 in business administration or equivalent
Experience/ Knowledge (Assessed at application and interview stage)	2.1 Min 2 years' experience gained within the last 6 years in an office-based administrative role . 2.2 Proficient in the use of Microsoft Word, Excel and Outlook.	2.3 Experience in maintaining databases. 2.4 Experience of using other relevant IT packages, such as Publisher
Skills/qualities (assessed at interview stage)	3.1 Articulate with excellent communication and interpersonal skills 3.2 Self-motivated and able to work both independently and collaboratively with internal and external contacts and colleagues 3.3 Strong organisational, planning and presentation skills 3.4 High level of attention to detail. 3.5 Ability to work as part of a team and show initiative	3.6 Excellent keyboard skills
Special requirements	4.1 Occasional requirement to attend evening meetings and special services 4.2 Proof of right to work in the UK (documented evidence will be required).	

Criteria may be enhanced to aid shortlisting.

* Exceptional candidates without GCSEs (grades A-C) or equivalent including English may be considered if they have experience considered particularly relevant to the post or combination of same.

** if offering equivalent qualifications to those listed above, it is responsibility of the candidate to clearly demonstrate the equivalency to those qualifications to those listed.